

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible position in the communications division of the police department, the primary duties of which involve supervision of Police Communications Officers. The employee of this class monitors the work of subordinate employees and provides training as necessary. The Police Communications Supervisor provides for the general care, maintenance and use of departmental communications equipment, and supervises the preparation and maintenance of division records and reports. The employee of this class receives general instructions and performs independently in most areas. The Police Communications Supervisor reports to and has work reviewed by the superior officer assigned to manage the Communications Division as designated by the Police Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises Police Communications Officers in the performance of dispatching duties and responsibilities. Holds meetings with subordinate personnel for the purpose of receiving reports or disseminating information. Assigns work schedules and duty areas seeing that all shifts are properly staffed. Evaluates work performance of subordinates and writes employee evaluation reports. Counsels employees who are experiencing work problems and discusses work performance. Resolves employee complaints and grievances. Maintains discipline among employees by assisting in conducting corrective interviews and recommending disciplinary action. Provides technical assistance to subordinates. Inspects the appearance of equipment and personnel and approves leave.

Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Provides for and ensures that accurate division records are maintained. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Keeps records and writes reports concerning division operations. Compiles and analyzes data needed for reports. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Personally completes forms and records required.

Provides training in departmental dispatch procedures and the operation and use of communications equipment. Prepares materials for use in training. Provides on-the-job instruction and participates in training provided by the department. Ensures that all employees receive necessary formal and informal training.

Supervises and assists in answering emergency and non-emergency telephones for the police department, taking appropriate action as designated by department policy. Determines unit to be dispatched and dispatches unit following departmental procedures. Operates control board for individual pocket pager system to call designated officers when necessary. Keeps track of the location and status of emergency units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested assistance following departmental procedures. Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Operates office paging or intercom system to relay messages and information to department personnel.

Supervises the general care, maintenance, and use of departmental communications equipment. Conducts tests of division equipment to ensure proper readiness for service. Provides for the repair of any malfunctioning communications equipment according to department procedures. Inspects equipment, property, or operating systems after repairs to see that repairs were properly accomplished.

Supervises and assists in receiving complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals. Operates teletype and computer keyboard and uses designed teletype and computer codes to send or receive messages. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must

indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must possess a valid driver's license.

Must have at least three (3) years full time dispatching experience in a communications division of a law enforcement agency.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.